



**County of Los Angeles – Department of Mental Health**

**Service Area 7 Administration**

**Adult System of Care**

**Quality Improvement Committee**

**May 13, 2014**

**Providence Community Services**

**21520 South Pioneer Blvd., Suite 110**

**Hawaiian Gardens, California 90716**

**2:00 P.M. - 4:00 P.M.**

**AGENDA**

- |   |                                 |
|---|---------------------------------|
| I. Welcome and Introductions                                | Lupe Ayala                      |
| II. Review & Approval of Minutes                            | Lupe Ayala                      |
| III. Penny lane Provider of the Month                       | Marcel Mendoza/Adrine Abazikyan |
| IV. IBHIS Update  | Steve Hendrickson               |
| V. Quality Improvement Division                             | Timothy Beyer                   |
| VI. Quality Assurance Division                              | Misty Aronoff/Kari Thompson     |
| VII. Revenue Management Division<br>EFT Report and Training | Kari Thompson                   |
| VIII. Provider Updates on Consumer Perception<br>Surveys    | Kari Thompson                   |
| IX. E-mail Confirmations                                    | Kari Thompson                   |
| X. Audit Updates  | Lupe Ayala                      |

**Service Area 7 Quality Assurance Committee – June 10, 2014**

**1:30 PM-2:00 PM**

**Next Quality Improvement Committee Meeting**

**June 10, 2014**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b> 5/13/14	
<b>Place:</b>	<b>Providence Community Services 21520 Pioneer Blvd. Suite 110 Hawaiian Gardens, CA 90716</b>	<b>Start Time:</b>	<b>1:30 PM</b>
<b>Chairpersons:</b>	<b>Lupe Ayala Kari Thompson</b>	<b>End Time:</b>	<b>4:00 PM</b>
<b>Members Present:</b>	Marcel Mendoza; Marietta Watson; Linda Nakamura; Dr. Timothy Beyer; Soua Ly; George Castro; Robin Washington; Tracy Schmidt; Jen Christy; Michelle Hernandez; Bryan Rowland; Caesar Moreno; Wendy Curtis; Misty Aronoff Alma Bretado; Nahara Martinez, Martin Hernandez; J.Adrian Chavez; Steve Hendrickson; Mari Yniguez; Michelle Barrajas-Sanchez; Hsiang-Ling Hsu; Mari Yniguez;		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Welcome &amp; Introductions</b>	All present stated Name and agency		Lupe Ayala
<b>Review &amp; Approval of Minutes</b>	Lupe stated she would email them out as she did not have handouts present		Lupe Ayala
<b>Provider of the Month</b>	Penny Lane was provider of the month		Marcel Mendoza

<b>DMH Update</b>	<p>-More mobile Crisis PMRT will work on crisis and stabilization and linkage</p> <p>-Courts decided Laura's law- court has the authority to make decisions for those who are severely disabled (conservatorship) The person would not understand that they need MH services due to being out of touch with reality.</p>		Lupe Ayala
<b>IBHIS Update</b>	<p>First clinic will go live in September, once someone enters the system, all will be able to share information no matter what clinic you are in. IBHIS impact has been felt most strongly by administrative staff.</p>		Steve Hendrickson
<b>Quality Improvement Update</b>	<ul style="list-style-type: none"> <li>- EQRO finished over a week ago. DMH shall be provided with findings within 65 days. Thereafter, DMH shall have 10 days to respond to EQRO's findings. Many groups took place including Katie A and QIC Chairs session, District Chiefs' session, and staff directly involved with IBHIS. Overall, staff stated they had a positive group experience.</li> <li>- All surveys have been completed and need to be mailed in tomorrow MHSIP</li> <li>- 2013 provider directories have been updated</li> <li>- June – Family engagement Office (new parameters developed by the Office of the Medical Director) shall present in June at Service Area 7's QIC. Dr. Beyer will</li> </ul>		<p>Timothy Beyer</p> <p>Lupe Ayala</p> <p>Lupe Ayala</p>

	<p>provide surveys to be completed by staff measuring peoples' attitudes given the prior training. Thereafter, QIC members shall receive an e-mail and re-surveyed in 3 months; this is a County-wide project that involves all the service areas.</p> <ul style="list-style-type: none"> <li>- Adult system of care project is in full swing- meeting is every Thursday - everyone is welcome!</li> <li>- How do we incorporate culture into provider directory (info given in packet)</li> <li>-</li> <li>- Time to roll out the ACCESS test call schedule for Service Area 7 shall be from July 13<sup>th</sup>-July 19<sup>th</sup>. We need volunteers to make test calls in English, Armenian, Tagalog, Chinese and Spanish. Lupe Ayala shall do the test calls requesting Patients' Rights information. Volunteers shall be contacted to participate in the Test Calls project.</li> <li>- Work plan goals distributed- posted on website, included demographics needs assessment and goals of 2013 (read aloud all goals)</li> </ul>		Dr. Timothy Beyer
<b>Quality Assurance Division</b>	<p>Jennifer Hallman will come to present at Service Area 7's QIC on Documentation changes for IBHIS.</p> <ul style="list-style-type: none"> <li>- Draft Bulletin for plan development will come out in the next few days</li> <li>- Asking for DMH providers for QA processes (submit policy)</li> <li>- For D.O QA is done from your desk with IBHIS but later done online.</li> </ul>		Misty Aronoff/ Kari Thompson

<b>Revenue Management Division</b>	Finance Related- (EFT/ SIFT) EDI meetings on June 11 <sup>th</sup> at 10am at the 695 building 7 <sup>th</sup> floor- go early Michael Chong or John Ortega 213-351-1335		Kari Thompson
<b>Provider Updates on Consumer Perception</b>	Feedback provided about doing surveys. Everyone was thanked for their efforts.		Lupe Ayala
<b>Adjournment and Next Meeting Information</b>	June 10th 1:30-2pm		

Respectfully Submitted,

Wendy Curtis

Lupe Ayala    Kari Thompson  
QIC Chair    QIC Co-Chair